

IPSO annual statement

NWN Media Ltd is one of the UK's leading independent media groups.

The company publishes a portfolio of daily, weekly and monthly publications and a series of interactive websites. Combined, the group reaches a reader audience in excess of a million each week. Included within the group's portfolio is the oldest weekly newspaper in Wales as well as some of the most advanced web environments in the UK.

The group also has a number of additional commercial divisions providing additional services and revenue from contract print, design services through to distribution providing a complete marketing solution to an array of businesses.

NWN Media Editorial Director is Barrie Jones. He is the responsible person regarding all IPSO issues.

Areas of responsibility

The Leader - five days a week, three editions, Wrexham, Chester, Flintshire – Barrie Jones

Weeklies paid for

Oswestry and Border Counties Advertiser- Colin Channon

Whitchurch Herald – Colin Channon

County Times - Nick Knight

Denbighshire Free Press- Matt Warner

Weeklies free

Rhyl Journal - Andrew Martin

Chester Standard - Jon Barnett

Ellesmere Port Standard - Jon Barnett

Flintshire Standard - Suzanne Roberts

Wrexham Leader - Suzanne Roberts

North Wales Chronicle - Andrew Martin

North Wales Pioneer - Andrew Martin

NWN Media Ltd prides itself on its editorial standards. It fully adheres to the Code of Conduct and is always willing to seek advice and guidance from IPSO.

NWN Head of News Paul Chamberlain keeps a record of all complaints received and is then centrally involved in the internal investigation processes and also as the senior person in discussions with IPSO relating to the specific complaints. He then liaises with and advises the editors through the process.

Editorial staff are trained through a partnership arrangement with Glyndwr University in Wrexham. This is an NCTJ accredited course.

All journalists are also made fully aware of the Code of Practice as part of ongoing newsroom training.

We ensure the stories we print are factually correct and are always conscious of moral and sensitivity issues.

Our complaints handling process is clear.

Complaints are initially dealt with by the editors concerned who then seek advice from Editorial Director Barrie Jones.

We accept complaints in letter form, email and over the telephone

We seek to resolve complaints as swiftly as possible to the satisfaction of all parties.

Details of how to complain are clearly presented in our newspapers and can be seen every day on page two of The Leader and a similar panel will now appear in all NWN Media titles and online.

CASES involving the Leader newspaper and other NWN Media Ltd publications during 2015.

01431-14 - Woman ([REDACTED]) v Chester Leader. The Complaints Committee upheld the complaint on January 2, 2015 and the paper was required to publish the terms of the adjudication.

The reporter received reminder advice and training from a member of staff who deals with legal issues and complaints.